

ABSTRACT OF THE DISCLOSURE

A menu routing service routes calls made to a customer's toll-free number according to customized routing instructions, including instructions for routing calls originating in a non-domestic country. An international gateway receives a call to the toll-free number and populates a portion of a calling party number field with data indicating that the call originated in a non-domestic country. A network switch receives the call from the gateway based on at least an identification of a carrier associated with the toll-free number. A customized routing service platform receives the call and the non-domestic call origination data from the network switch. The platform determines a destination number based on the non-domestic call origination data and routing instructions received from a web server, accessible by the customer via a packet switched data network. The platform forwards the destination number to the network switch for routing the call to the destination number.